

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: Aug. 1, 2022

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

| Module Name | Count of Module | |
|--------------------------|--------------------------------|-----|
| CA Commitment Accounting | 13 | |
| Configuration | 1 | |
| ELM | 26 | |
| HR Human Resources | Acceptance Testing – Statewide | 5 |
| | Assessment | 6 |
| | Assigned | 148 |
| | Awaiting Customer | 32 |
| | Build/Unit Test | 2 |
| | Hold - Pending Oracle Fix | 2 |
| | In Work | 25 |
| | Release Assignment | 124 |
| | System Test | 11 |
| | Vendor Assessment | 9 |
| | Total | 364 |
| Interfaces | 7 | |
| Learn | 2 | |
| None | Assigned | 7 |
| | Awaiting Customer | 3 |
| | In Work | 1 |
| | Release Assignment | 1 |
| | Total | 12 |
| Not Applicable | 3 | |
| PeopleTools | 1 | |
| Performance Mgmt | 33 | |
| POS Position Control | 6 | |
| PY Payroll | Acceptance Testing – Statewide | 1 |
| | Assessment | 1 |
| | Assigned | 8 |
| | Awaiting Customer | 9 |
| | In Work | 13 |
| | Release Assignment | 16 |
| | System Test | 11 |
| | Vendor Assessment | 15 |
| | Total | 74 |
| Recruiting | 47 | |
| Reports | 11 | |
| Security | 28 | |
| TL Time and Labor | 169 | |
| Grand Total | 797 | |

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance.)

| Status | Count of Module |
|------------------------------|-----------------|
| Acceptance Testing-Agency | 3 |
| Acceptance Testing-Statewide | 7 |
| Assessment | 16 |
| Assigned | 233 |
| Awaiting Customer | 57 |
| Build/Unit Test | 2 |
| Hold- Pending Next Upgrade | 2 |
| Hold- Pending Oracle Fix | 14 |
| In Work | 98 |
| Pending Prod Approval | 2 |
| Release Assignment | 285 |
| System Test | 27 |
| Vendor Assessment | 51 |
| Grand Total | 797 |

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

| Module Name | Count of Module |
|------------------------|-----------------|
| Configuration | 1 |
| ELM | 2 |
| HR Human Resources | 23 |
| None | 2 |
| Performance Management | 3 |
| PY Payroll | 6 |
| Reports | 2 |
| Security | 6 |
| TL Time and Labor | 3 |

Totals

| Priority | Module Count |
|--------------------|--------------|
| High | 48 |
| Medium | 437 |
| Low | 312 |
| Grand Total | 797 |

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

| Status | Count of Status |
|------------------------------|-----------------|
| Acceptance Testing-Statewide | 2 |
| Assigned | 10 |
| Awaiting Customer | 6 |
| In Work | 9 |
| Release Assignment | 11 |
| System Test | 7 |
| Vendor Assessment | 3 |
| Grand Total | 48 |

All SRs by Status

(Includes Closed, Completed after 07/01/22.)

| Status | Count of Status |
|------------------------------|-----------------|
| Acceptance Testing-Agency | 3 |
| Acceptance Testing-Statewide | 7 |
| Assessment | 16 |
| Assigned | 233 |
| Awaiting Customer | 57 |
| Build/Unit Test | 2 |
| Closed | 47 |
| Completed | 769 |
| Governance | 1 |
| Hold | 4 |
| Hold – Pending Next Upgrade | 2 |
| Hold – Pending Oracle Fix | 14 |
| In Work | 98 |
| Pending Prod Approval | 2 |
| Release Assignment | 285 |
| System Test | 27 |
| Vendor Assessment | 51 |
| Grand Total | 1618 |

CAPPS HR/Payroll Trend Report – Service Requests

July 2021 – July 2022

| Status | July 2021 | Aug. | Sept. | Oct. | Nov. | Dec. | Jan. | Feb. | March | April | May | June | July 2022 | Totals |
|--------|-----------|------|-------|------|------|------|------|------|-------|-------|-----|------|-----------|--------|
| OPENED | 723 | 785 | 874 | 737 | 710 | 598 | 754 | 612 | 746 | 665 | 767 | 693 | 966 | 9630 |
| CLOSED | 746 | 784 | 953 | 742 | 625 | 626 | 699 | 703 | 784 | 689 | 733 | 716 | 816 | 9615 |

